

## Frequently Asked Questions

### Your involvement

#### 1. Who can get involved in the engagement?

If you have a connection to Playford, you can share your thoughts! This includes anyone who lives, studies, works in Playford, or is a frequent visitor. We invite people of all ages to take part in some way through community pop ups, summits or the survey.

#### 2. When and how long is the survey open?

The engagement, including the survey will be open from 3 to 30 April 2024.

#### 3. How can I access the survey?

You can access the survey online on our Engagement Hub page. If you, a friend or family member don't want to do it online, you can call or email us and we can set up a time to deliver it to you over the phone during business hours (9am – 5pm Monday – Friday). Simply call us on 8256 0333 or email us at [connected@playford.sa.gov.au](mailto:connected@playford.sa.gov.au).

#### 4. How long does the survey take to complete?

The survey can take around 10 minutes to complete and includes a range of rating scale questions, multiple choice and some open text.

#### 5. How will survey information be used?

When we reach out to our community, it is to understand your thoughts and experiences on specific topics. The information you provide may help us to understand more about a specific topic, the impact on our community or help us to plan for the future. We won't ask you any questions that we do not have a clear purpose for!

#### 6. Will my information remain confidential?

Most definitely! We often use such information as suburb, age bracket, gender, household structure and cultural background to help us understand the differences in our community. These are not linked to individuals in any way.



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### 7. What will happen to any personal details I provide? (i.e., my name and email if I want to be kept in the loop).

At the end of the survey, we ask if you would like to join our connected community for future feedback. You may choose to join this and provide us with your contact details. BUT, we will remove these details from the survey and de-identify your response. This means your name and contact details will remain private and not be used for any purpose but to reach out for future feedback. When you sign up to be kept in the loop, you will be asked to provide your name, age, suburb and an email address. This helps us to know a little about you and make sure we are reaching out to the right mix of people for feedback (this is to make sure we get a good representation of people in Playford).

By signing up, you agree to our [Privacy Policy](#) and can be confident we won't be sharing your personal details.

### 8. What guidelines and processes does City of Playford work under?

City of Playford Community Insights team, who deliver the survey are certified IPA2 professionals which means they have undergone the right training and certification to perform best practice public engagement. As a member of [The Research Society](#), our organisation works under the the guidance of [The Research Society's Code of Professional Behaviour](#) as a framework for regulation. Its aim is to foster public confidence in research and to demonstrate that activities carried out by Members are carried out in a professional and ethical manner.

### 9. Who can I speak to if I need more information?

If you have questions about this year's survey and need more information, you can get in touch with us on 8256 0333 or email our team at [connected@playford.sa.gov.au](mailto:connected@playford.sa.gov.au). We are happy to assist you.

